

MDOT Strategic Plan



MDOT Mission

Providing the highest quality integrated transportation services for economic benefit and improved quality of life.

MDOT Vision

MDOT is aware of customer/stakeholder transportation wants and meets their needs.

MDOT partners with others.

MDOT is continually getting better.

MDOT is an effective and efficient organization with an outstanding staff.

MDOT Values

Quality: Achieving our best within our resources.

Teamwork: Effective involvement of people.

Customer Orientation: Knowing our customers and understanding their needs.

Integrity: Doing the right thing.

Pride: In MDOT and the importance of our work.



Strategic Areas of Focus

Leadership

Align the organization to carry out the MDOT mission, achieve the vision and demonstrate the values.

Strategies

- Establish clear, measurable and aligned performance goals and desired outcomes across the organization.
- Regularly evaluate organizational performance and adjust direction as necessary.

Customer-centered

Understand our customers' most important needs to achieve a more customer-focused agency that results in better service and lower cost.

Strategies

- Align our programs and services to be responsive to customer feedback.
- Be accountable and transparent to our customers through tracking and reporting on MDOT's key performance metrics.

System Focus

Provide cost-effective, integrated and sustainable transportation solutions.

Strategies

- Apply asset management principles to prioritize and implement the most cost-effective transportation investment strategies.
- Optimize the value of transportation investments by employing solutions that:
 - are creative and innovative
 - support job creation
 - reduce life cycle costs
 - leverage partnerships to increase investments in Michigan's transportation system
 - improve the quality of life for Michigan's citizens
 - are sustainable
 - reduce energy use, congestion and emissions

Safety

Move Michigan toward zero deaths through the incorporation of safety in all our transportation efforts.

Strategies

- Foster communication, coordination and collaboration with our public and private safety partners to achieve the goal.
- Prioritize MDOT safety investments toward those with the highest probability to move us toward the goal of zero deaths.

Partners

Foster and sustain partnerships to optimize operations and achieve customer-centered results.

Strategies

- Prioritize and strengthen partnerships that create organizational efficiencies and optimize the contribution of transportation investments to Michigan's economy.

Innovative & Efficient

Move people and goods through better customer-centered services and performance-driven decision-making.

Strategies

- Pursue innovations, transformational changes and organizational efficiencies that lead to investing more in the transportation system.
- Manage performance to provide value and better customer-centered results.

Workforce

Recruit, develop, and retain a high-performing workforce.

Strategies

- Target employee development to improve organizational performance, with a focus on customer service.
- Use workforce planning to increase flexibility in the workplace.
- Value, engage and empower our employees at all levels of the organization.

'Wildly Important' Goal for 2014

Improve customer satisfaction to 80%
by 12/31/2014, measured by direct
customer interactions

Implementation Steps

1. Each bureau/region/office will develop a goal specific to their work area and customer base and performance measures with a clear "line of sight" to our overall goal.
2. Front line staff will be engaged by their managers to help develop and act on lead measures.
3. Scoreboards will be developed by employees to measure progress.
4. Regular accountability sessions will be held to check on progress, celebrate successes and establish commitments aimed at impacting performance.

Champions, Managers and Coaches will work together with all staff to develop and implement performance plans in their operating areas.